



In partnership with technology training partner—Knowledge Matters LLC

Microsoft Certified Desktop Support Technician (MCDST) and DoD 8570 Information Assurance Technology Level 1

Course Number CE-1124 \$2,545

Troy University offers you one of the most effective ways to become a Microsoft Certified Desktop Support Technician in the growing Information Technology industry. TROY's new Learning Management System (LMS) drives the delivery and manages the content for this unique online program. Certified mentoring by a subject matter expert is available on-demand 24/7 for all course modules. Customized mentoring exercises and test preparation are integrated into this program. TROY's course for Microsoft Certified Desktop Support Technician provides a structured online training program to give you an effective, convenient and affordable way to achieve your certification goals.

Microsoft Certification Means Success!

Microsoft Certified Desktop Support Technician

This course gives the learner the knowledge to successfully troubleshoot desktop environments running the Microsoft Windows XP operating system and the M/S Office Applications. The A+ Core Hardware and the A+ Operating Systems Technologies exams measure essential competencies for a desktop computer hardware service technician. These exams provide excellent hardware and foundational knowledge of a computer. The MCDST credential is focused specifically on the desktop support technician working in a service desk environment. The MCDST exams go beyond the basics and focus on diagnosis and assessment of end-user incident requests on the Microsoft Windows operating system and the applications that run on it. The MCDST exams include troubleshooting procedures consistent with the Microsoft Operations Framework. Our MCDST course will take the average student about **91 hours** (2 to 3 months) to complete.

In-Depth Training:

TROY's LMS prepares the student for the following Certifications/Exams:

CompTIA A+ :

Exam 220-601: A+ Essentials

Exam 220-602: A+ IT Technician

Microsoft Certified Desktop Support Technician (MCDST):

Exam 70-271: Supporting Users and Troubleshooting a Microsoft Windows XP Operating System

Exam 70-272: Supporting Users and Troubleshooting Desktop Applications on a Microsoft Windows XP Operating System

By completing these exams you also achieve DoD 8570 Information Assurance Technology Level 1 (IAT1).

Exam Information: Exam fee not included in tuition cost.

Salaries for these high-demand technical skills can average over \$30,000 per year.*

*Source: Florida Agency for Workforce Innovation, Labor Market Statistics

Troy University's Continuing Education programs are dedicated to meeting your training needs. These programs include certificate programs, customized business and industry training, personal development and professional development. The Continuing Education Unit (CEU) is a nationally recognized method of quantifying time spent in the classroom during professional development and training activities. The primary purpose of the CEU is to provide a permanent record of the educational accomplishments of an individual who has satisfactorily completed significant non-credit educational and career enhancement experiences. One CEU is equal to ten contact hours of participation in an organized continuing education experience under qualified instruction. For more information about customized sources for your needs, please call your nearest TROY campus or site. All opinions, conclusions or recommendations expressed are those of the instructors and do not necessarily reflect the views of the University.

For details call (800) 368-2315